A   Reg. No. : ☐☐☐☐☐☐☐☐☐☐☐☐

Duration: Three hours   Maximum: 100 Marks

Answer ALL Questions

PART A - (10 x 1 = 10 Marks)

1. TQM stands for _____.   CO1-U

    (a) Total Quality Management   (b) Total Quantity Management

    (c) Total Qualitative Management   (d) Total Quantitative Management

2. HRM is _____ in nature.   CO1-U

    (a) pervasive   (b) evasive   (c) decisive   (d) inclusive

3. Job Analysis is the process of studying and collecting information   CO1-U
    relating to the _____ of a specific job.

    (a) operations   (b) responsibility   (c) both (a) and (b)   (d) none of the above

4. Job Description provides_____.   CO1-U

    (a) organizational information   (b) functional information

    (c) both (a) and (b)   (d) none of the above

5. Which of the following is a benefit of employee training?   CO1-U

    (a) Improves morale

    (b) Helps people identify with organisational goals

    (c) Provides a good climate for learning, growth and co - ordination

    (d) None of the above

6. _____ refers to the learning opportunities designed to help employees grow.   CO1-U

    (a) Training   (b) Development   (c) Education   (d) All of the above

7. Training process is_____.   CO1-U

    (a) short term   (b) medium term   (c) long term   (d) none of these

8. Methods of training and development are_____.   CO1-U

    (a) off the job   (b) on the job   (c) both (a) and (b)   (d) none of these

9. International HRM undertakes _____management   CO1-U

    (a) customers   (b) expatriate   (c) rational   (d) deceased

10. Empowerment _____participative management   CO1-U

    (a) Discourage   (b) opposes   (c) supports   (d) compliments

PART – B (5 x 2= 10Marks)

11. Identify the roles of TQM in HRM.   CO1-U

12. List and describe the key components of a job analysis.   CO1-U

13. How will you get feedback during or after training?   CO1-U

14. Differentiate 360^0 and 720^0 performance appraisal system.   CO1-U

15. How can E-HRM systems be used to automate the recruitment process?   CO1-U

PART – C (5 x 16= 80Marks)

16. (a) Compare and contrast different HRM strategies for talent acquisition.   CO1-U   (16)

    Or

    (b) Describe the effectiveness of a competency mapping system in an organization.   CO1-U   (16)

17. (a) Create a training and development program for a specific job role based on a thorough job analysis, incorporating both technical and soft skills requirements.   CO2-App   (16)

    Or

    (b) Conduct a job analysis for a customer service representative position in a call center.   CO2-App   (16)

96C04

18. (a) Based on your expertise, what criteria would you use to assess the success of a new recruitment technology or tool?   CO2-App   (16)

Or

(b) Please evaluate our current recruitment metrics and suggest areas for improvement.   CO2-App   (16)

19. (a) Share a project where you successfully transferred knowledge and skills to a different context   CO2-App   (16)

Or

(b) Describe the impact of compensation management on employee engagement and productivity in a manufacturing company.   CO2-App   (16)

20. (a) Can you identify potential security risks or data privacy concerns associated with our HRIS, and what measures should be taken to mitigate them?   CO1-U   (16)

Or

(b) Describe the potential risks and rewards of outsourcing HR functions to third-party vendors in multiple countries.   CO1-U   (16)

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